

Using Data Reports to Manage W-2 Program Outcomes



Presented by:
The Capitol Consortium

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W-2 Program Monitoring

- Monitoring is an essential component of W-2 Program and Case Management
- Monitoring is integrated into the daily job functions of FEPs, W-2 Supervisors and Managers
- As the program changes, monitoring is adapted to fit program requirements.



Why Monitor?

- Quality Case Management
- Quality Customer Service
- Performance Standards and Program Integrity
- Extension Requests
- Continuous Improvement in Program Design and Delivery
- Finding Efficiencies
- Quick Response to Case Errors
- Personnel Evaluations



Types of Monitoring

- Targeted Case Reviews (TCR)
- Collaborative Reviews
- Reports
 - CARES Reports
 - EOS and WEBI Reports
 - County Designed Reports



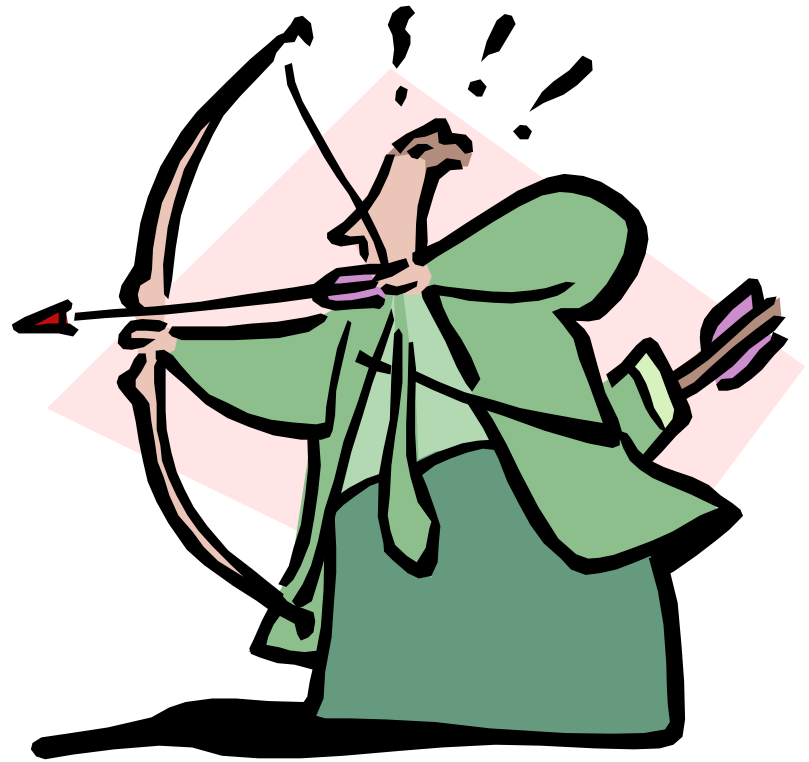
Who Monitors?

- FEPs
- Supervisors
- Managers



Targeted Case Reviews

- Supervisor reviews the case file and all documentation
- Review W-2, FoodShare and Child Care
- TCR Form
- Case Corrections within 14 days





Collaborative Assessments

- Point in time review of Participant's Progress
- Includes Participant, FEP, Supervisor and other helping Professionals
- Set short and long term goals and plan for continuing progress
- Prepare for extension request
- Document on CMCC

Reports

- General Case Management Reports
- W-2/FSET Reports





Specific Reports

- Overdue Data Match List and Outstanding Alert List
- Individual Clocks Report (EOS C785) and the list of Collaborative Assessments, TCRs and Extension Requests due
- W-2 Placement and Activity by Worker (EOS: 740)

Specific Reports-Continued

- W-2 Participation Exceptions (EOS:742)
- Informal Assessment Due (WEBI #51)
- Formal Assessment Due (WEBI #50)



Who to Contact

- Liz Green
(608) 242-7463
green.liz@co.dane.wi.us
- Sara Shackleton
(608) 242-7467
shackleton@co.dane.wi.us

